

Circumference Hosted Call Center Solution

Customizable web-based call center technology for call center operations



Get exactly what you want—and only what you want

Organizations strive to achieve business targets by way of strategic inbound calling centers. The *Circumference Hosted Call Center Solution* provides complementary, web-based applications that enable inbound calling efficiencies.

Highly customizable software-as-a-service

What makes our solution different from other off-the-shelf hosted solutions is that we deliver a tailor-made solution to meet your exact requirements. Engineers working in our in-house Custom Application Development Business have experience developing, customizing, and integrating applications. Our engineers customize the solution to meet your unique needs.

Convenient and easy to use

Because the *Hosted Call Center Solution* is composed of individual applications, management can select only the functionality that their operation requires. The solution is web-based and accessible 24/7. Employees simply need a phone, web browser, and Internet access. Because the web interface is familiar, it's easily used by everyone. The solution enables employees to work remotely across multiple locations and geographies, while seamlessly appearing as a single entity when addressing the operation's customers.

How your organization benefits

The benefits of a customized, modular, and hosted solution are many:

- Your organization gets the exact solution required
- Login via the Internet means desktop installs are not required
- Set up your company's secure hosted applications quickly
- Grant secure access to any employee within your organization easily – remove access permission just as easily
- Increase efficiency of your operation without increasing your technology footprint
- Worry-free as maintenance is provided by Circumference – your "host"
- Services are billed monthly so you can budget accordingly

On-demand applications

A highly configurable solution designed with the growing organization in mind, you can “turn on” all of the applications, or only the applications that you need. The following applications are available when you choose the *Hosted Call Center Solution*.

Personnel

This application secures core information about the organization. Each employee file contains contact information, role assignment, security assignment, and more. This core module defines the organization structure, teams or departments, job titles, and job descriptions. It's the core application for every *Hosted Call Center Solution* implementation – all complementary applications tap Personnel to manage their functions.

Automatic Call Distribution (ACD)

The ACD application handles the call volume of busy operations. The tool sends an inbound (IB) call to the first available employee based on rules (i.e. longest idle, skills-based routing, etc.). If an employee is unavailable, ACD plays a message, puts the call in queue, plays music on hold, delivers queue status updates, and delivers screen pops to the employee whom ultimately receives the call.

IB Integrated Voice Response (IB IVR)

In today's competitive and global environments, customers expect round-the-clock service. IB IVR is a solid, automated tool to manage IB calls and route callers appropriately based on steps defined by management. IB IVR provides basic call flow, menus, sub-menus, message playback, and more. Managers easily modify call flow directly from their desktop.

Service Assurance Monitoring (SAM)

SAM is used by ACD to deliver live data and program results. Managers can specify which employees appear in each dashboard. This invaluable tool delivers real-time data to agents and managers, such as number of idle agents, longest caller in queue, and more. The dashboard changes color to call attention to deviances in service level agreements (SLA).

Quality Monitoring (QM) / Call Recording

Service-oriented industries such as public security, citizen information services, finance, insurance, and more, require a trusted and secure call recording application for quality assurance. The QM application records calls, which are tied into SLAs, as well as scorecards, incentive plans, and coaching.

Automated Dialing Assistance Device (ADAD)

Busy operations require an ADAD. This application automatically dials a string of numbers and passes each call to the first available employee.

Reporting

Highly configurable, managers can generate a multitude of real-time, web-based reports to meet the unique needs of their organization.

Complementary applications from Circumference

Circumference also offers the *Circumference Hosted Workforce Management Solution*, which is also composed of individual applications. And, because it's a web-based solution as well, we can easily "turn on" any of the following applications that you may require as part of your *Hosted Call Center Solution*:

- Personnel application
- Training Tracking application
- Scheduling application
- Project Management application

For more information on the *Hosted Workforce Management Solution*, and to read about each specific application, we invite you to visit our website at www.circumference.ca or contact us.

About Circumference Technology Services, Inc.

Circumference deploys customized products and services to address the special needs of small- and mid-size organizations that want to grow their bottom line—not their headcount. Circumference's complementary products and professional services come together to deliver a one-stop solution for sales and marketing, IT, and customer service professionals looking to optimize value from a trusted, single-source partner. Working with you, we make it possible for your organization to leverage professional services and solutions that increase efficiencies and achieve business goals.

www.circumference.ca

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